

	GDIT																	Overall Total
		Weekly					Month											
		05/29/2021	05/22/2021	05/15/2021	05/08/2021	05/01/2021	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug*	Jul*		
Index	Weekly Report																	
	# Indexes assigned (all metrics based on the workload assigned for the week)	595	642	586	642	573	2,270	3,098	10,081	24,906	22,257	15,013	8,155	4,940	5,393	4,127	102,749	
	# Indexes Complete	405	430	413	451	421	1,630	2,082	7,388	19,430	18,308	12,447	6,721	4,117	4,211	3,312	81,376	
	% Indexes Complete	68.6%	67.6%	71.5%	70.6%	73.9%	72.3%	67.6%	73.9%	78.2%	82.3%	83.0%	82.5%	83.4%	78.3%	80.5%	79.4%	
	# Indexes unreachable (Max Attempts)	190	212	173	191	152	640	1,016	2,693	5,476	3,949	2,566	1,434	823	1,182	815	21,373	
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	32.2%	33.3%	29.9%	29.9%	26.7%	28.4%	33.0%	26.9%	22.0%	17.8%	17.1%	17.6%	16.7%	22.0%	19.8%	20.9%	
	# Indexes Attempted calls (all completions + at least 1 attempt)	590	636	578	639	570	2,254	3,082	10,001	24,848	22,239	14,994	8,146	4,935	5,380	4,113	102,479	
	Average time from Index Received to Index Reached	0:04:26:37	0:07:26:42	0:12:02:20	0:09:38:10	0:13:53:22	0:09:51:35	0:12:09:56	0:11:02:38	0:12:18:53	0:14:38:10	0:17:38:05	1:01:18:36	1:14:38:38	3:00:08:49	3:07:27:57	0:22:35:47	
	Average Index Handle Time	0:00:16:25	0:00:16:02	0:00:14:59	0:00:16:22	0:00:16:18	0:00:16:54	0:00:15:26	0:00:13:57	0:00:13:49	0:00:13:31	0:00:13:03	0:00:13:59	0:00:13:04	0:00:12:45	0:00:14:01	0:00:13:42	
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	65.0%	59.9%	53.7%	51.4%	55.0%	57.4%	55.8%	63.2%	66.6%	71.8%	72.6%	72.2%	68.9%	58.1%	52.5%	67.0%	
Contacts	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	100.0%	100.0%	100.0%	99.6%	99.8%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	99.7%	97.1%	99.8%	
	# contacts generated	724	868	839	867	887	3,548	3,739	13,360	39,110	48,338	36,844	21,074	14,495	9,572	6,923	200,375	
	# contacts generated per Index Complete	1.8	2.0	2.0	1.9	2.1	2.2	1.8	1.8	2.0	2.6	3.0	3.1	3.5	2.3	2.1	2.5	
	# contacts complete	605	717	694	735	774	3,066	3,493	12,742	36,679	43,035	32,570	18,421	12,757	8,724	6,388	180,709	
	% contacts complete	83.6%	82.6%	82.7%	84.8%	87.3%	86.4%	93.4%	95.4%	93.8%	89.0%	88.4%	87.4%	88.0%	91.1%	92.3%	90.2%	
	# contacts unreachable (Max Attempts + missing phone numbers)	119	151	145	132	113	482	246	618	2,431	5,303	4,274	2,653	1,738	848	535	19,666	
	% contacts unreachable (Max Attempts + missing phone numbers)	16.4%	17.4%	17.3%	15.2%	12.7%	13.6%	6.6%	4.6%	6.2%	11.0%	11.6%	12.6%	12.0%	8.9%	7.7%	9.8%	
	# contact attempted (all completions + at least 1 attempt)	724	868	839	867	887	3,548	3,739	13,360	39,110	48,338	36,844	21,074	14,495	9,572	6,923	200,375	
	Average Time from Contact Generated to Contact Reached	0:06:29:35	0:15:03:23	0:18:34:46	0:19:12:41	0:20:59:33	0:20:11:29	1:06:36:45	1:06:17:45	1:04:54:00	1:11:38:04	2:07:07:28	3:13:11:07	4:19:39:40	4:14:56:44	5:14:41:38	2:08:56:57	
	Average Contact Handle Time	0:00:16:46	0:00:15:50	0:00:14:59	0:00:14:52	0:00:13:47	0:00:14:15	0:00:12:36	0:00:12:43	0:00:12:32	0:00:12:10	0:00:11:17	0:00:11:26	0:00:10:45	0:00:10:19	0:00:13:47	0:00:12:00	
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	75.9%	68.6%	69.3%	69.1%	70.4%	70.7%	72.7%	76.8%	76.8%	73.4%	69.8%	67.0%	64.2%	60.6%	63.0%	71.1%	
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	100.0%	100.0%	100.0%	99.7%	99.8%	99.6%	99.5%	99.3%	99.1%	99.4%	99.5%	99.5%	99.0%	99.0%	97.6%	99.3%	
	Average Time from receipt of initial case name to full completion of all related contacts	0:11:51:08	0:20:42:00	1:02:24:38	1:03:38:57	1:06:40:07	1:04:07:58	1:13:15:55	1:12:58:21	1:14:09:42	2:01:45:10	3:02:38:05	4:03:36:22	6:04:50:38	5:10:08:22	6:17:02:23	3:00:20:45	